

Information Technology Resource Management Council

(ITRMC)

Meeting Minutes

(Approved by Council)

February 22, 2000

1:30 to 4:00 p.m., East Conference Room, Joe R. Williams Building
700 West State Street, Boise, Idaho.

The February 22, 2000 meeting of the **Information Technology Resource Management Council** (ITRMC) was held in the East Conference Room of the Joe R. Williams Building, 700 West State Street, Boise, Idaho.

CALL TO ORDER, WELCOME

The meeting was called to order by Pam Ahrens, Council Chairman, who welcomed members and guests present.

ATTENDANCE

Members/Designates Present:

Ms. Pam Ahrens, Chairman
Mr. Ken Harward, Local Government Rep.
Mr. J.D. Williams, Elected Officer
Col. Ed Strickfaden, Public Safety Official
Mr. John Peay, Judicial Representative
Dr. Marilyn Howard, Supt. of Public Instruction
Dr. Gregory Fitch, St. Board of Education
Sen. Hal Bunderson, Idaho Senate
Sen. Clint Stennett, Idaho Senate
Rep. Bert Marley, Idaho House

*Mr. Keith Bumsted
**Ms. Connie Spofford

Absent Members:

Mr. Karl Kurtz, Agency Exec. Officer
Mr. Eric Beck, Agency IS Rep.
Rep. Randy Hansen, Idaho House
Mr. Dwight Bower, Agency Exec. Officer

*Designate
**Guest Representative

Others Present:

Ms. Jeanne Spicer, Metamor
Mr. Rick Townsend, Tax Commission
Mr. Jake Hoffman, Tax Commission
Ms. Sonnia Lane, Tax Commission
Mr. James Watson, Tax Commission
Mr. Gary Gear, Tax Commission
Mr. Paul Jenkins, Tax Commission
Mr. Steve Wilson, Tax Commission
Mr. Rick Gerrard, U.S. West
Mr. Tracy Fuller, USGS
Mr. Mark Little, Division of Purchasing
Mr. Sean Rupe, Nuwave Communications
Mr. Dan Pharis, Pilot Computer Services
Mr. Sam Goff, GTG
Mr. Scott Somerhalder, IIC
Mr. Tony Morse, DWR
Ms. Melody Rose, DHR
Mr. Mark Morgan, Microsoft
Ms. Nancy Szofran, OSBE
Mr. Hal Anderson, IDWR
Ms. Gail Ewart, DEQ

Mr. Rich Mincer, ISDE
Mr. Brad Alvaro, IDOC
Mr. Byron Keely, LHTAC
Mr. Ron Row, IDOL
Mr. Joe Roche, Dept. of Administration
Mr. John Olson, Dept. of Administration
Mr. David C. Smith, Saga Software
Mr. Marshall High, SCO
Mr. David Rich, ISP
Mr. Rob Spofford, IDWR
Ms. Amy Hutchinson, SAIC
Mr. Dean Merritt, Dept. of Insurance
Mr. Mark Westcott, Boise State University
Mr. Paul Unger, Telecomm, Inc.
Mr. Mark Meuser, Telecomm, Inc.
Mr. Miles Browne, Project Team
Ms. Liza Fox, Project Team
Mr. Jeff Rompala, Project Team
Mr. Bill Farnsworth, Project Team
Ms. Karen Bresnahan, Project Team

MOTION TO APPROVE DECEMBER 15, 1999 MINUTES

J.D. Williams noted a correction needed on the December 15, 1999 Minutes, and made a motion that they be approved. **Ed Strickfaden** seconded and the motion passed unanimously.

Y2K THANKS

Chairman Ahrens expressed thanks to all who contributed in the effort to prepare for the Y2K computer date transition and commended those involved in the three year process for “a job well done.”

TAX COMMISSION INTEGRATED TAX PACKAGE

Project Team Manager **Miles Browne** introduced **Coleen Grant**, Vice Chairman of the Tax Commission, for a presentation on an Integrated Tax Package. The Tax Commission is implementing a **Database Migration Project**, to improve the efficiency of computer system operations. The agency will utilize Gentax Software, developed by Fast Enterprises through a licensing agreement signed in January, 2000.

Ms. Grant cited a recent Standish Group Survey which indicated only 9 percent of IT Projects are completed successfully, with 61 percent significantly challenged, or over budget, and 29.5 percent

of projects cancelled.

Due to the risks associated with migration projects, it is important that strategies for success be identified, said Grant. She listed *seven features* necessary for the success of projects including executive management support, teamwork, user involvement, competent staff, realistic expectations, setting smaller milestones, and completion of a clear statement of requirements. The number one risk avoidance strategy is the encouragement of user involvement, she emphasized. Teamwork between project members, agency staff and vendors is also critical, she said.

Grant turned the presentation over to **Steve Wilson**, Tax Commission, for an outline of the project history. The current information system was designed in the mid-70's and has not been adequate to meet the agency needs, he said. The modernization process has included the use of an independent consultant, examination of processes used by other states, and completion of a risk assessment study.

Rick Townsend, Project Manager, in collaboration with a project planning team has designed a Strategic Plan and a series of additional Project Plans, covering the areas of infrastructure, communications, change management, work, data conversion, systems integration, testing and acceptance, training, documentation and disaster recovery. Implementation plans are being developed for each tax type, he said. Following a six month planning phase, the implementation phase is due to begin July 1, 2000.

J.D. Williams inquired whether the cost of operations has been estimated, and Townsend said the estimate is between \$15 to \$17 million.

Chairman Ahrens thanked the Tax Commission for the presentation and indicated she would like to look at progress of the project in six months.

VOTE ON STANDARDIZATION POLICY

Chairman Ahrens invited Project Team Manager Miles Browne to review the changes made to the **Draft Standardization Policy**. As directed by the Council on December 15, 1999, in response to a request by Ray Sasso, Browne reported that the Project Team added several paragraphs on **measurement criteria** to the document, as follows:

"This Policy is put in place to effect utilization of IT human resources, simplify and speed purchasing decisions, reduce software expense and training expense associated with the Parameters outlined in the Policy."

"During calendar year 2000, the Project Team (with input from the Division of Human Resources and the Division of Purchasing) will assess the impact of the Policy and report preliminary finding to ITRMC at its October, 2000 meeting with final report due at the February 2001 meeting. At minimum, the report will include the Policy's effect on:

- *human resources, both technical service providers and user community*
- *timeliness of purchasing decisions*
- *software costs*
- *training costs*

ACTION ITEM

Chairman Ahrens called for action on the Draft Standardization Policy. Sen. Hal Bunderson

moved and John Peay seconded the motion and the ten voting members present unanimously approved the policy. Ahrens requested votes be obtained from those members not present. Affirmative votes were obtained subsequently via e-mail for Beck, Bower, Kurtz, Hansen, and Sasso.

REVIEW OF POLICY #1997-02

Bill Farnsworth addressed the Council regarding a re-written draft of ITRMC Policy #1997-02, IT Planning. The Project Team added **risk assessment criteria**, including a list of 38 questions from a California based model, along with draft templates for potential agency use, adapted from a State of Montana model. Farnsworth reported he has obtained positive agency input on the document.

Keith Bumsted recalled a presentation was made to Council during 1999 by Carl Bianchi, Legislative Services Office, at which time he discussed seven factors for risk assessment. Bumsted suggested the need for the Council to consolidate risk assessment into one model for adoption.

Idaho law requires the Council to develop a risk assessment model, said Ahrens. She recommended the item be placed on the June meeting agenda for further discussion.

GEOGRAPHIC INFORMATION SYSTEMS (GIS) REPORTS

Geographic Information Systems (GIS) was listed among the top ten priority topics established by the ITRMC in 1996. That year, a GIS Task Force recommended the addition of a GIS Position in the Department of Administration to coordinate the development of GIS technology among city, county and state levels.

Hal Anderson, Department of Water Resources, recapped for the Council the 1996 task force recommendations for establishing institutional governance, data standards, and technical support for the use of GIS technology. The task force also advised that the State GIS Coordinator work with the ITRMC to establish a Strategic Plan for the development of GIS, and lobby to establish a federal position, which has recently been filled. Anderson thanked Ahrens and the Council for the support given to the GIS effort.

Anderson outlined the basic structure of planned GIS development for the state:

- Federal Coordinator -responsible for Data Standards, custodianship, maintenance and documentation
- State Coordinator -responsible for data clearinghouse, technology implementation, program coordination and chair of the Advisory Committee
- Technical Support -GIS Service Center

INTRODUCTION OF FEDERAL GIS LIAISON

Miles Browne introduced **Tracy Fuller**, National Mapping Division Liaison to the State of Idaho for the USGS (United States Geological Survey). Fuller is the **Federal Framework Coordinator**, who will work collaboratively with the State GIS Coordinator on the development of the technology in Idaho and will focus on obtaining national geographic data for Idaho users.

Fuller outlined for the Council the eight types of data layers that will need standardization:

- ✱ Cadastral (land ownership/use/value)
- ✱ Hydrography (surface/ground water features)
- ✱ Transportation (road/rail/air networks)
- ✱ Geodetic Control (surface position)
- ✱ Elevation (topography)
- ✱ Digital Orthoimagery (aerial photography)
- ✱ Government Units (grazing/leases/boundaries)
- ✱ Land Cover (vegetation/land use).

Fuller described the framework as a nationwide attempt to provide data to a variety of users, and establish standards for cost reduction and avoidance of data duplication. He said costs are 10 times higher for the data collection aspect of GIS than system operation. However, he said, there will be significant opportunities for cost sharing in the area of GIS.

In a follow up question, Bunderson inquired whether satellite imagery on temperature and vegetation will be available to Idaho, and Fuller responded that the images are currently expensive due to ownership by private firms; however, progress is being made in efforts to make them more widely available.

INTRODUCTION OF NEW STATE GIS COORDINATOR

Miles Browne introduced **Liza Fox, Statewide GIS Coordinator**. Since joining the Project Team on January 24, 2000, Fox has met with various groups on the local, state, and higher education levels. As GIS Coordinator, she will work to assure the efficient and consistent application of GIS technology for the state.

In her report, Fox explained that GIS technology separates land features into natural and cultural resource layers and ownership. It is used to measure and integrate data layers for three major reasons:

- 1) for the efficient use of resources
- 2) to reduce redundancy
- 3) for strategic planning

Bunderson asked how information will be coordinated among the different agencies and Fox responded that the GIS Committee will be studying the issues and making recommendations on how the current data clearinghouses can better serve not only agencies but citizens as well. GIS will improve teaming, work-flow coordination, data sharing and communication throughout the state, said Fox.

Examples of current GIS usage, she listed are the development of a database and map for facility management (Public Works and Department of Lands), and for permit notifying, policy assessing, waste managing, redistricting, site remediating, school bus routing, E911 (Emergency Services), groundwater modeling and flood mitigating studies.

In overseeing GIS, Fox will be looking at hardware, software, data, people and methods throughout the state. She will chair a *State Geospatial Technology Committee*, which will include representatives of Federal, State, County, City, Private Industry, Universities and Tribes.

PRIVACY DISCUSSION

Chairman Ahrens invited J.D. Williams to begin a discussion on privacy issues. Williams stated that privacy and security are two of the biggest information technology issues. Williams said because of the traditional role of government serving its citizens, a “trust relationship” will need to be developed in relation to privacy concerns.

The Council received copies of the finalized *Blueprint for Electronic Commerce*, a product of the National Electronic Commerce Coordinating Council (NECCC). Williams indicated the Blueprint document could be considered as an outline for EC development for Idaho.

Williams introduced **Basil Nikas**, CEO of Public Purchasing Net and Co-Chair of a Privacy 2000 NECCC Work Group. Nikas is author of a background paper on two current Federal bills on Electronic Signature, which would override any legislation enacted by state and local governments on the topic. Nikas noted that the President’s Office on Privacy has asked the NECCC to be the clearing point for all information on privacy issues reported from state and local government.

Nikas identified two major privacy topics:

- 1) the use of public records
- 2) the establishment of web site privacy statements.

Laws are now being considered to prevent information on citizens being sold without their knowledge, he said. For example, legislation is being sought by large software companies to use the Internet to go into a citizens desktop to find out if that person has a valid license for the software. The States of Maryland and Virginia are considering passing laws in favor of the software companies, he said.

If citizens feel that they are being “looked at” by government, it could mean a setback for EC, he emphasized. He gave another example of a lawsuit being filed against an Internet company because of information they are finding out about buyers in violation of consumer rights. Nikas referred the Council to the website, **ec3.org**, for more information on current legislation.

Continuing the privacy topic, Chairman Ahrens invited **Joanna Guilfooy**, Department of Administration’s Deputy Attorney General, to talk about research she has done in the privacy arena. Guilfooy talked about legislation being considered in other states.

Until now, the Internet has pushed self-regulation; however, a movement is underway to do something about Internet privacy, she said. Some Internet providers want to continue to self-regulate and others would prefer to have the Federal government do it, she added.

Three major approaches have been explored in the process of creating legislation, reported Guilfooy. Those include 1) form a committee, 2) give notice and obtain consent, and 3) require citizens to give prior consent for the use of the information. The states of California, New Jersey, Maine, New York, and Colorado are discussing legislation on the topic.

Chairman Ahrens suggested that Council continue to monitor the topic.

PROJECT TEAM STATUS REPORTS

IDANET Telecommunications Project

Miles Browne reported that the draft telecommunications RFP will be reviewed by the Division

of Purchasing in approximately 10 days. The finalization process included compiling a listing of all the circuits in state government, K-12 schools and higher educational institutions.

E-Government Boot Camp

Browne indicated the E-Government Boot Camp has been tentatively scheduled for May 15-16, 2000. Part of the meeting will be a high-level discussion of what Electronic Government means, with another part aimed at IT Managers for discussion on what it takes to implement EG in the state. Ahrens suggested a list of potential participants be compiled and a postcard sent out to all the interested parties.

Access Idaho

Bill Farnsworth provided an update on **Access Idaho**. IIC has been working jointly with Joe Roche and Fred Elliott, Department of Administration, to establish a secure connection between the two offices. IIC continues to meet with many agencies who have expressed interest in web page development. The Department of Transportation and the Secretary of State's Office have begun working on individual service level agreements with IIC.

Work continues on the re-design of the State Home Page. The Home Page will become the "Portal," utilizing an improved design, which will allow citizens enhanced access to all the agency web sites.

State Contracts Report

Mark Little gave a report on current statewide contracts. The Division of Purchasing is in the process of completing contracts with the Western States Contracting Alliance (WSCA), which includes micro computer vendors IBM, Compaq, Dell, Gateway, and CompUSA. The existing micro computer contract is currently under review by Purchasing.

Additional introduction

On another note, Ahrens invited **Joe Roche**, Administrator, Department of Administration's Division of Information Technology and Communication Services, to introduce to Council his new Special Projects Manager. Roche introduced **John Olsen**, who is Project Manager for the oversight of the Microwave Modernization Project (upgrade to digital services).

ADJOURNMENT

Chairman Ahrens thanked those attending the meeting for their joint efforts and she mentioned the IS Manager partnership that is "working very well." On a final note, Ahrens indicated Idaho has been listed **among the top ten states** for digital progress. The planned Boot Camp will begin an "educational training process" on how the state can roll out E-Government, she said.

Being there was no other business to come before the Council, Chairman Ahrens noted the Council will be meeting **every other month** and adjourned the meeting until April 12, 2000. The April 12, 2000 meeting was subsequently postponed until May 3, 2000.

Respectfully submitted,

Karen Bresnahan,
ITRMC Project Team